

Examiner-Initiated Interview Summary	Application No.	Applicant(s)	
	09/805,046	TAKAE ET AL.	
	Examiner	Art Unit	
	Yogesh C. Garg	3625	

All Participants:

(1) Yogesh C. Garg.

(2) Mr. Stephen Boughner.

Status of Application: _____

(3) _____

(4) _____

Date of Interview: 6 December 2006

Time: _____

Type of Interview:

- ☒ Telephonic
☐ Video Conference
☐ Personal (Copy given to: ☐ Applicant ☐ Applicant's representative)

Exhibit Shown or Demonstrated: ☐ Yes ☐ No

If Yes, provide a brief description:

Part I.

Rejection(s) discussed:

Claims discussed:

Prior art documents discussed:

Part II.

SUBSTANCE OF INTERVIEW DESCRIBING THE GENERAL NATURE OF WHAT WAS DISCUSSED:

Mr. Stephen Boughner agreed for issuing an Examiner's amendment for canceling all the withdrawn claims and amending claims 1, 13 and 15 to place the application in condition for allowance.

Part III.

- ☐ It is not necessary for applicant to provide a separate record of the substance of the interview, since the interview directly resulted in the allowance of the application. The examiner will provide a written summary of the substance of the interview in the Notice of Allowability.
☐ It is not necessary for applicant to provide a separate record of the substance of the interview, since the interview did not result in resolution of all issues. A brief summary by the examiner appears in Part II above.

(Examiner/SPE Signature)



(Applicant/Applicant's Representative Signature – if appropriate)

Garg, Yogesh

To: SBoughner@s-n-h.com
Subject: RE: Serial No. 09/805,046 Proposed Claim Amendments

Thanks. As discussed, I have added the term, " configured" in claim 15. You may see it in the attachment.

Regards

Examiner Yogesh Garg (UA 3625)

-----Original Message-----

From: SBoughner@s-n-h.com [mailto:SBoughner@s-n-h.com]
Sent: Wednesday, December 06, 2006 2:34 PM
To: Garg, Yogesh
Subject: Serial No. 09/805,046 Proposed Claim Amendments

Mr. Garg, please see the enclosed proposed claim amendments. I have corrected the "purchased product" language in claims 1, 13, and 15, reworded the claimed receiving step in claims 1, 13, and 15, and amended the process steps in claim 15 to be apparatus aspects of a corresponding "service center part," as referenced in the specification. I have also canceled the withdrawn claims. The receiving process and this service center part are described in the specification in paragraphs [0099]-[0106] explaining FIG. 11.

<<ProposedClaimAmendments_12_6_06.doc>>
Stephen Boughner

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1. (CURRENTLY AMENDED) A method for managing product information, said method comprising:

 sending at least a purchased product information and a purchase number to a customer-terminal generated at the time of purchase particular to the purchase, with the purchase number being at least for subsequent related warranty generation and management;

 creating warranty information for a purchased product by a sales information management database, separate from a shop that generated the purchase number and the customer-terminal, after the time of the purchase and upon receipt of the purchase number and customer information by the sales information management database;

 receiving a repair request form including the purchase number from the customer-terminal;

 retrieving the created warranty information, corresponding to the purchase number received from the customer-terminal used by the customer, from the sales information management database managing the purchase number indicating the purchased product and the created warranty information of a warranty of the purchased product;

 informing selectable request items with the retrieved warranty information to the customer-terminal;

 conducting a repair process corresponding to one of the selectable request items, which is indicated from the customer-terminal;

receiving, ~~from a shop terminal,~~ a repair status request including a shop identification information and ~~a requesting of a repair status, from a shop terminal~~ corresponding to the conducted repair process;

determining whether the shop identification information is registered by searching for the shop identification information in a shop registration database;

obtaining the purchase number from the shop terminal, when the shop identification information is found in the shop registration database; and

sending the shop terminal the repair status which is based on repair history information by searching in a repair history database managing the repair history information concerning the repair request, based on the purchase number.

2. (PREVIOUSLY PRESENTED) The method as claimed in claim 1, wherein said conducting of the request process further comprises deleting the purchased product information and the warranty information of a product indicated by the purchase number received from the customer-terminal, from the sales information management database when one of the selectable request items, indicated from the customer-terminal, shows a request to delete information related to a product that the customer purchased.

3. (PREVIOUSLY PRESENTED) The method as claimed in claim 1, further comprising:

sending the customer information and the purchased product information, from the shop terminal, to the sales information management database for the creating of the warranty information, upon receipt by the shop terminal of the customer information from the customer terminal, wherein:

said sales information management database manages the customer information concerning the customer by corresponding the customer to the purchase number of the product that the customer purchased; and

said conducting of the repair process comprises:

distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the customer information corresponding to the purchase number received from the customer-terminal when one of the selectable request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased; and

maintaining repair contents conducted by the repair person and the purchase number of a repaired product as the repair history information to the repair history database.

4. (PREVIOUSLY PRESENTED) The method as claimed in claim 3, wherein said conducting of the request process further comprises:

notifying the customer of selectable receiving place items showing places to receive a repaired product such that said distributing a repair request sheet distributes said repair request sheet including one of the selectable receiving place items, which is indicated by the customer, to said repair person.

5. (PREVIOUSLY PRESENTED) The method as claimed in claim 3, wherein said informing selectable request items comprises:

checking whether or not a same repair is conducted within a predetermined period, by searching for the repair history information from said repair history database based on the purchase number received from the customer; and

informing said warranty information and said request items with a result of said checking to the customer.

6. (PREVIOUSLY PRESENTED) The method as claimed in claim 3, further comprising:

searching for the purchase number corresponding to the repair contents showing a recall from said repair history database;

extracting the customer information from said sales information management database based on the search corresponding to the repair contents; and

informing recall information to recall a product, to each customer who purchased the product based on the customer information extracted from said sales information management database.

7-12. (CANCELED)

13. (CURRENTLY AMENDED) A computer-readable recording medium having a program recorded thereon for causing a computer to manage product information, by:

sending at least a purchased product information and a purchase number to a customer-terminal generated at the time of purchase particular to the purchase, with the purchase number being at least for subsequent related warranty generation and management;

creating warranty information for a purchased product by a sales information management database, separate from a shop that generated the purchase number and the customer-terminal, after the time of the purchase and upon receipt of the purchase number and customer information by the sales information management database;

receiving a repair request form including the purchase number from the customer-terminal;

retrieving the created warranty information corresponding to the purchase number received from the customer-terminal used by the customer, from the sales information management database managing the purchase number identifying the purchased product and the warranty information of a warranty of the purchased product;

informing selectable request items with the retrieved warranty information to the customer-terminal;

conducting a repair process corresponding to one of the selectable request items, which is indicated from the customer-terminal;

~~receiving, from a shop terminal, a repair status request including a shop identification information and a requesting of a repair status, from a shop terminal corresponding to the conducted repair process;~~

determining whether the shop identification information is registered by searching for the shop identification information in a shop registration database;

obtaining the purchase number from the shop terminal, when the shop identification information is found in the shop registration database; and

sending the shop terminal the repair status which is based on repair history information by searching in a repair history database managing the repair history information concerning the repair request, based on the purchase number.

14. (PREVIOUSLY PRESENTED) The computer-readable recording medium as claimed in claim 13, further comprising:

sending the customer information and the purchased product information, from the shop terminal, to the sales information management database for the creating of the warranty information, upon receipt by the shop terminal of the customer information from the customer terminal, wherein

said sales information management database manages the customer information concerning the customer by corresponding the customer to the purchased product identification of the product that the customer purchased; and

said conducting a request process comprises the codes of:

distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the customer information corresponding to the purchased product identification received from the customer-terminal when one of the selectable request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased, and

maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as the repair history information to the repair history database.

15. (CURRENTLY AMENDED) An apparatus for managing product information, comprising:

an output part sending at least a purchased product information and a purchase number to a customer-terminal generated at the time of purchase particular to the purchase, with the purchase number being at least for subsequent related warranty generation and management;

a sales information management database creating warranty information for a purchased product, separate from a shop that generated the purchase number and the customer-terminal, after the time of the purchase and upon receipt of the purchase number and customer information by the sales information management database, wherein the sales information management database further manages the purchase number identifying the purchased product and the warranty information identifies a warranty of the purchased product;

managing;

an input part receiving a repair request form including the purchase number from the customer-terminal;

a warranty information retrieving part retrieving the warranty information corresponding to the purchase number received from the customer-terminal used by the customer, from said sales information management database;

a request item informing part informing selectable request items with the warranty information retrieved by said warranty information retrieving part to the customer-terminal;

a repair process conducting part conducting a repair process corresponding to one of the selectable request items, which is indicated from the customer-terminal; and

a service center part configured to:

receiveing, from a shop terminal, a repair status request including a shop identification information and a requesting of a repair status, ~~from a shop terminal~~ corresponding to the conducted repair process;

determineing whether the shop identification information is registered by searching for the shop identification information in a shop registration database;

obtaining the purchase number from the shop terminal, when the shop identification information is found in the shop registration database; and

sendeing the shop terminal the repair status which is based on repair history information by searching in a repair history database managing the repair history information concerning the repair request, based on the purchase number.

16. (PREVIOUSLY PRESENTED) The apparatus as claimed in claim 15, wherein customer information and the purchased product information are sent from the shop terminal to the sales information management database upon receipt by the shop terminal of the customer information from the customer terminal, wherein

said sales information management database manages the customer information concerning the customer by corresponding the customer to the purchased product identification of the product that the customer purchased; and

said request process conducting part comprises:

a repair request sheet distributing part distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the customer information corresponding to the purchased product identification receive from the customer-terminal when one of the selectable request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased , and

a repair contents maintaining part maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as the repair history information to the repair history database.

17-22. (CANCELED)